TRICARE ONLINE FAQS

Q1. What is the purpose of TRICARE Online and why should I use it?

A1. TOL is a web-based system that allows TRICARE beneficiaries to make medical appointments on-line, anytime, 24/7. It also provides a variety of other helpful medical information and services. Using it will increase your and your family's access to care.

Q2. I don't have an internet capable computer at home, how do I use TOL?

A2. Once you've registered for TOL and have your password, you can access TOL from any internet capable computer whether at work, a friend's house or a public library.

Q3. Does this mean I won't be able to call and make appointments anymore?

A3. You may still call the appointment line but you must do so during their business hours.

Q4. I'm having trouble using TOL, who do I call for assistance?

A4. Call the TOL Help Desk at 1-800-600-9332.

Q5. What appointments may I schedule online?

A5. Primary Care appointments with your Primary Care Manager or PCM team may be scheduled online. Self-referral appointments, including Well Woman and Annual Eye Exams, may also be scheduled online.

Q6. What are the advantages of scheduling appointments online versus calling the appointment line?

A6. There are several advantages to scheduling online:
1. You may go online at any time which is convenient for you, 24 hours a day, 7 days a week.
2. You may see ALL available appointments online and select the one which best fits your schedule.
3. You have the first opportunity to schedule those same day appointments before the telephone line even opens up for business.
4. You will not be put on hold.

Access is Power

INSTRUCTIONS FOR REGISTERING IN TRICARE ONLINE (IF NOT ALREADY REGISTERED):

1. Go to **https://www.tricareonline.com** _(Hint: Add this page to your "Favorites")._
2. Read the TRICARE Online Privacy and Security Policy and click on **"I Agree".**
3. Click on **"Register Now on TOL".**
4. Read the Mandatory DOD Notice And Consent Banner. And click **"OK".**
5. Complete all information on the following screens. Refer to the instructions on the right side of the screen for help.

   Identification:
   - _Enter your name (First Name and Last Name exactly as it is on your military ID Card)._
   - _Select "SSN" and enter your Personal SSN with dashes, twice._
   - _Select Date of Birth (Month, Day and Year)._

   Sponsor Information:
   - _Select "I am my own sponsor" or "I have a Sponsor" (If you have a sponsor, enter the sponsor's SSN twice)._

   Contact Information:
   - _Enter your email address twice._

   Password: **Password must be 14-20 characters in length, have at least one upper and one lower case letter, one number, one special character (e.g., !, #, $ %), and no spaces. (Keep your password simple. Passwords may be duplicated. Parents registering children may use the same password for the entire family, for example: SmithFamily12##. This will make it easy to remember when booking appointments for your children.)**

   **Password Security Questions and Answers:** _Be sure to select questions and answers that you will remember._
   Click the "SUBMIT" button. The next screen will show your Username.
   Read the Medical Disclaimer and Agreement, and accept the terms.
   **Relationship to TOL:** _Select Beneficiary._
   **Identification:** _Select Service Affiliation. Next select your rank (retirees and family members select **"Civilian"**)._
   **Location Information:**
   - _Select the TRICARE Location **"Region 19 – West".**_
   - _Under "Military Treatment Facility" select the facility where you are enrolled, i.e.:_
   Evans Army Community Hospital, DiRaimondo Family Medicine, Robinson Family Medicine, Warrior Family Medicine or Premier Army Health Clinic.

6. Click the "SUBMIT" button. The next screen will tell you if your Registration was Successful. If you have corrections, scroll down and make them. If the message indicates that you are already registered, call **1-800-600-9332** to have your password reset. If successful, you will be automatically redirected to your TRICARE Online Home Page.

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<u>INSTRUCTIONS FOR ACCESSING YOUR ACCOUNT (IF ALREADY REGISTERED):</u>

1. *Go to:* <u>*https://www.tricareonline.com.*</u>
2. *Read the TRICARE Online Privacy and Security Policy and click on* **"I Agree".**
3. *Click on* **"Log In"** *and enter your Username and Password.*
4. *If you have forgotten your Username or Password, follow the instructions under* **"Log In".**
5. *If you have forgotten BOTH your Username and Password, call* <u>1-800-600-9332</u> *for assistance.*
6. *Once logged on, the first screen will tell you which Military Treatment Facility (MTF) you are registered with. If your MTF is correct, proceed with scheduling your appointment (see below).*
7. *If your MTF is not correct, click on* **"Transfer MTF".**
8. *Select Region 19 West.*
9. *Select your new MTF: i.e.* <u>*DiRaimondo Clinic, Premier Army Health Clinic, Robinson Clinic, Warrior Clinic, or Evans Hospital.*</u>
10. *Click on Submit and your transfer is complete.*

<u>INSTRUCTIONS FOR SCHEDULING APPOINTMENTS IN TRICARE ONLINE:</u>

1. *Go to* <u>**https://www.tricareonline.com.**</u>
2. *Read the TRICARE Online Privacy and Security Policy and click on* **"I Agree".**
3. *Click on* **"Log In".**
4. *Read the Mandatory DOD Notice And Consent Banner. And click* **"OK".**
5. *Select* **"<u>MHSiAS User Account</u>"** *(Current and New TOL Users) and enter your Username and Password.*
6. *The appointments available for your Primary Care Manager (PCM) will be displayed.*
7. *Under* **"Book an Appointment",** *select a* **"Visit Reason"** *from the drop down menu and click* **"View Appointments".** *To make a same day appointment for an* **URGENT** *problem select* **"New Problem/Urgent"** *under Visit Reason. For all other appointments, select* **"Follow-up PCM Visit".** *Do not select any other reason for your PCM appointment.*
8. *Select the appointment you want on the calendar or follow directions to other options.*

<u>INSTRUCTIONS FOR REQUESTING
DEPARTMENT OF DEFENSE SELF-SERVICE LOGON
(DS LOGON)</u>

The beneficiary's sponsor may use his Common Access Card or Defense Finance and Accounting Service myPay Login ID to request a DS Logon for himself and eligible Family members (18 years or older) by going to the DS Access Center at <u>**https://myaccess.dmdc.osd.mil/dsaccess**</u> *and selecting "Request a DoD Self-Service Logon". Activation codes will be mailed and should arrive within 5 to 12 business days. If not received within 12 business days, call the DMDC Support Center at* **1-800-477-8227***.*

An adult family member can grant access to other adult family members to make appointments for them. Access is granted by visiting the DS Access Center at <u>**https://myaccess.dmdc.osd.mil/dsaccess.**</u> *Once there, select "Manage My Own Information", log on using a CAC or a DS Logon, and then select "Health Care Treatment Access Granting". A list of Eligible Family members will display. Grant access by checking the Health Care Treatment box and entering a beginning date. Leave the end date blank to grant access indefinitely. Next, check the appropriate Understanding and Authorization statements, press the Update Permissions, and then log out. The access granted to others may be later modified.*

Access is Power